



Women's Safety Services SA

Job & Person Specification –Service Delivery

Position Title:	Intensive Motel Support Worker		
Classification:	Level 5, SCHADS Award		
Location:	Mile End/ Head Office		
Last Reviewed	16/02/2021	Review Due	16/02/2022

Role Reports to:	Reports to Program Manager, DV Crisis Line
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KEY PURPOSE OF THE POSITION
<p>The Intensive Motel Support Worker will contribute to alleviating the effects of domestic and family violence by:</p> <ul style="list-style-type: none">• Providing intensive crisis intervention and case management services to women and children in motels• Facilitate pathways into regional Domestic Violence Services for accommodation and case management services• Facilitating access into other forms of post motel accommodation• Undertaking client risk and needs assessments and safety management strategies• Commencing case management plans in preparation for handover to RDFVS Case Managers
THE ORGANISATION
<p>WSSSA is a women's and children's domestic and family violence service that provides an integrated response to its clients through the provision of specialised, accessible and flexible models of service delivery. WSSSA has a strong and varied history, delivering services across diverse cultures and backgrounds. Our practice model is underpinned by a safety-first approach which seeks to ensure that the safety and empowerment of women and their children is paramount in all aspects of service delivery and advocacy.</p>
VALUES AND PRINCIPLES
<p>We value and are committed to:</p> <ul style="list-style-type: none">• Safety• Diversity and Equity• Respect• Responsiveness, Flexibility and Innovation• Knowledge and Accountability• Community responsibility
KEY WORKING RELATIONSHIPS
<ul style="list-style-type: none">• DVCL & RDFVS Program Managers• DVCL Senior Worker



- DVCL Team
- All WSSSA staff
- External stakeholders

KEY RESULT AREAS

- Actively contribute to securing safe pathways for women and children into and out of emergency motel accommodation (EA), including the provision of intensive case work and crisis intervention that urgently responds to immediate client safety needs and pathways into safe accommodation;
- Promote quality service responses which are underpinned and informed by a deep understanding of the challenges of domestic violence, as well as aligned with WSSSA values and practice model;
- Provide intensive support to identify and access safe longer term accommodation options
- Through advocacy, promote and enhance referral pathways and responses for clients of the service;
- Undertake risk assessments and safety planning to promote the ongoing safety of women and children;
- Actively acquire knowledge about resources and services that support women and children experiencing domestic violence;
- Develop and maintain partnerships with government, non- government and community organisations that promote and enhance positive outcomes for women and children in EA;
- Ensure client records meet legislative and organisational requirements, are up to date at all times, and that relevant details are entered into client databases;
- Maintain the confidentiality of client information as required by WSSSA Policy;
- Participate in quality improvement programs and activities to meet Contractual and Service Excellence Standards and requirements;
- Provision of after-hours crisis response to clients as required.

PERSON SPECIFICATION

Essential Qualifications

- Tertiary qualification in Social Work, Psychology or Counselling, and/ or equivalent.

Competencies and Experience

- Significant experience in the provision of case management and crisis intervention through trauma informed responses and practice, in a domestic violence or strongly related setting field;
- Excellent knowledge of theoretical approaches and practice foundations applicable when working with women and children experiencing domestic and Aboriginal family violence;
- Solid understanding of risk assessment and safety management as it relates to women and children experiencing domestic and family violence;
- Demonstrated empathy, and experience in responding to and working with client diversity and vulnerable people including ATSI and CALD people;
- Demonstrated ability to plan and manage complex caseloads and negotiate successful outcomes for clients;



- Strong attention to detail, and sound administration skills, including ability to use MS suite of products and client databases to maintain client records;
- High level of adaptability and the initiative to problem solve and work independently, and as part of a team;
- Ability to maintain a high degree of confidentiality, integrity and honesty;
- Knowledge of issues pertaining to homelessness, addiction and mental health;
- Knowledge of legislation as it relates to domestic violence and child protection

SPECIAL CONDITIONS

- Current full Driver's License and able to drive;
- The incumbent is required to satisfactorily complete a Department Human Services Child Related Screening and National Police Check;
- Must be able to work outside normal hours in an on call capacity as required
- Flexibility to work cross functionally, and/ or move between WSSSA programs as required, to ensure the achievement of service and operational requirements across the organisation.

GENERAL DUTIES & RESPONSIBILITIES

- Promote and implement high quality services to clients of WSSSA in alignment with WSSSA Practice Model, Service Delivery policies and procedures, WSSSA values and WSSSA Code of Conduct.
- Faithfully and diligently, perform the duties consistent with this position as may be varied from time to time by the organisation.
- Comply with all laws applicable to the performance of this position and not to enter into any arrangements or understandings that conflict with your duties as a team member of the organisation.
- Ensure the health and safety of yourself and others by complying with WSSSA's Work, Health & Safety policies, procedures and guidelines.

Duty as a Public Officer

- As a Public Officer, as per the Independent Commissioner against Corruption (ICAC) definition, you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI), any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.

Prepared by Name: Kathrine Cock Role Title: Executive Manager, National and Statewide Programs	Date: 15/2/21
Approved by Name: Jodie Sloan Role Title: Acting Chief Operating Officer	Date: 15/2/21
Signed by President of WSSSA:	Date: